

DURING AND AFTER COMPETITION

MEO DEVELOPMENT/IMPLEMENTATION

February 19, 2003



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MEO DEVELOPMENT

➤ MEO TEAM

- Center Deputies should be proactive
- Center MEO Team should provide some continuity into MEO implementation

➤ COMMUNICATION

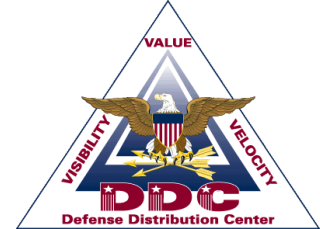
- Buy-In from Center Deputy & Center Senior Staff is **crucial** to success-**Concerns and issues should be addressed before certification**
- Must understand the Management Plan and the rationale for development
- Prepare the workforce for the inevitable

➤ STAFFING

- Tools used to calculate staffing numbers (Process Model, Work Measurement Standards, Technical Estimates) **must be realistic**
- Define in the Management Plan how multi-functional positions will be used to perform the PWS requirements
- Use part time and temporary positions sparingly and in positions where it makes good sense
- Minimize supervisor positions if feasible, self directed work



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MEO DEVELOPMENT

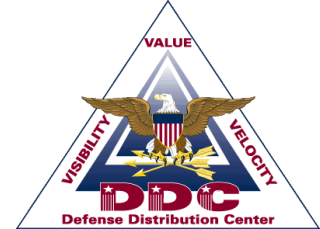
- **IN HOUSE COST ESTIMATE (IHCE)**
 - Include costs to perform the PWS requirements
 - Ensure non-labor costs are proportionate to reduced or increased projected workload or FTEs
 - Choose an approach and stick to it

- **TIMELINES**
 - More time is not always better
 - Less time will be challenging

- **DOCUMENTATION**
 - A well documented plan is important for Technical Leveling, Appeals, MEO Implementation, Post MEO Review
 - Should be complete, accurate, and accessible
 - Document discussions and approval of proposed process improvement



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MEO IMPLEMENTATION

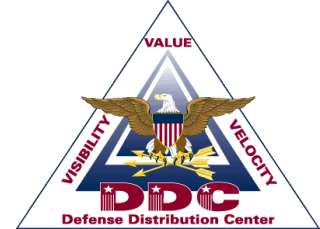
- **COMMUNICATION**
 - Business as usual-**NOT!**
 - Communicate early and often what changes are occurring
 - Cooperation & acceptance to change is **VITAL** to **SUCCESS**

- **SITE MANAGER-KEY TO THE SUCCESS OF THE**
 - Responsible for MEO Performance
 - Must understand and follow the Management Plan
 - A **"CAN DO"** attitude is imperative
 - CGA must understand their role in MEO performance

- **MEO DEVIATION**
 - Commanders need to understand its purpose
 - Is not a crutch for MEO non-performance



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GENERAL OBSERVATIONS

➤ CHANGE OF COMMANDERS DURING THE A-76 COMPETITION

- New Commander's transition into the process can be difficult

➤ TEST THE WATERS BEFORE DECISION

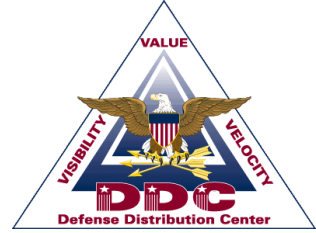
- Proves what is proposed in the MEO can be done

➤ CROSS TRAIN BEFORE DECISION

- Transition is too late
- Cross-training should include specialized positions-Ensure there are at least 3-4 employees trained to perform during transition
- Take advantage of the expertise of known retirees



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IN CONCLUSION

“WE CAN DO BETTER!”

- **REFORMATTED TECHNICAL PROPOSAL PLAN**
- **CROSS-TRAINING**
- **PROMOTE CGA/MEO PARTNERSHIP**
- **COMMUNICATE FROM THE TOP DOWN**